

Mayor's Message

February 2009

Have you received or sent a text message today? Answered or made a call on your cellular phone? Checked your email and responded to someone on your computer? Of all the changes we have witnessed in the last ten years or so, how we communicate would have to be one of the most dramatic. While my favorite form of communication remains speaking face-to-face, these other tools provide opportunities to share information more quickly and easily than ever before.

Through the years the City has tried a variety of methods to get messages to you. The City Update was mailed quarterly to your home for many years. The Murray Journal is now the tool we use to send information regularly. As we have reviewed these and other changes, I wanted to understand how our citizens feel about our City. One of my initiatives for 2008 was to complete a resident survey. You may have been one of the 400 people who participated in the Dan Jones's survey at the end of October. I would like to share a few of the things we learned.

Respondents generally like having information come in the Journal and mentioned that our Website could be better. We rolled out a new City Website, murray.utah.gov, in December and I believe it is very user friendly. We have a local television channel on Comcast Channel 17 called Valley Television. It is not widely viewed and received very low interest in the survey. I will evaluate whether to continue it as we move forward.

In reviewing the long list of services provided by the City, most received 'satisfied' to 'very satisfied' ratings. People especially appreciated the parks and the facilities associated with them, Murray City Power, Murray Library and public safety services. Satisfaction with UTOPIA was one of the lower responses in the survey, telling City officials that there is work to be done in that area. UTOPIA is under new management and working to attract new providers to offer customers more service options. Our City benefits greatly from having fiber to allow us to provide a higher level of service and I look forward to explaining in more detail in future messages.

Of the respondents, 78% believe there should be a wider variety of services, from shopping to housing and office space, available in historic downtown Murray. With the three transit stations and the eventual Frontrunner connection in the City, 72% would like to see more opportunities for transit oriented developments in the future.

The information in the survey provides a useful tool to help us understand issues of importance to our residents, as well as help us focus our resources and attention in the coming years. I plan to review our progress in surveys completed in coming years. Your participation is valuable and I appreciate those who took the time to share their thoughts.